

PAST PERFORMANCE INFORMATION FORM

You are completing this Past Performance Form at the request of the Offeror you named below for the *Federal Retirement Thrift Investment Board's (FRTIB or Agency) TSP Benchmarking Services Solicitation TIB-2013-RFP- 0014*. Past performance information is a critical evaluation factor for this solicitation and your input is greatly appreciated.

Questions about completing this form should be e-mailed to the FRTIB Contracting Officer at Benchmarking-CO@tsp.gov. (You may save a partially completed form to your files and complete it later.) At the end of the form, you will have the opportunity to save a copy of the completed form for your files and to e-mail a copy directly to the FRTIB.

In compliance with the direction in the Federal Acquisition Regulations (FAR) 3.104, the information contained in this evaluation is not subject to view by anyone other than the designated FRTIB source selection personnel. **To protect the integrity and confidentiality of the evaluation process, do not send a copy of your completed evaluation to the Offeror.**

Enter the name of the company you are evaluating:

Enter your company's name:

A. The items below represent work to be done for the FRTIB. Please indicate if similar work was done during your contractual arrangement with the Offeror. Click on the appropriate box – an “X” will be placed automatically in the box. You may add additional activities in Part 4.	Yes	No
1 Management and Operational Services		
1.1 Project Management Services		
1.2 Contract Management Services (fulfills contract requirements)		
1.3 Defined Contribution Expertise		
1.4 Administrative Support (e.g., prepares documentation for meetings)		
2 Benchmarking Services		
2.1 Assess Plan Design (Features and Benefits)		
2.2 Identify Key Operational Processes and Current Service Levels		
2.3 Assess Service Level Metrics, Standards and Key Performance Indicators		
2.4 Identify and Assess Key Cost Drivers Associated with Key Operational Processes		
2.5 Establish Performance Baseline and Benchmarks		
2.6 Provide Ongoing Measurement, Process Re-engineering and Reporting Methodologies		
3 Key Operational Process Assessment Services		
3.1 Abandoned Account Forfeitures		
3.2 Account Reconciliation		
3.3 Contributions		
3.4 Contribution Allocations and Interfund Transfers		
3.5 Disbursements		

3.6 Error Correction and Special Processing		
3.7 Investment		
3.8 Loan Repayments		
3.9 Notice Production and Fulfillment		
3.10 Participant Benefit Request Process		
3.11 Participant Services Representatives Process		
3.12 Report Production and Distribution Process		
4 Others		

B. Using the definitions below, click on the appropriate boxes in the Questionnaire to automatically enter an “X” to indicate your satisfaction with the contractor’s performance. Space is available at the end of the questions to provide additional or clarifying comments.

Performance Level	Performance Description
E = Exceptional	The contractor’s performance meets contractual requirements and exceeds many (requirements) to the Government’s benefit. The contractual performance was accomplished with few minor problems for which corrective actions taken by the contractor were highly effective.
VG = Very Good	The contractor’s performance meets contractual requirements and exceeds some (requirements) to the Government’s benefit. The contractual performance was accomplished with some minor problems for which corrective actions taken by the contractor were effective.
S = Satisfactory	The contractor’s performance meets contractual requirements. The contractual performance contained some minor problems for which corrective actions taken by the contractor appear or was satisfactory.
M = Marginal	Performance does not meet some contractual requirements. The contractual performance reflects a serious problem for which the contractor has not yet identified corrective actions or the contractor’s proposed actions appear only marginally effective or were not fully implemented.
US = Unsatisfactory	Performance does not meet most contractual requirements and recovery is not likely in a timely manner. The contractual performance contains serious problem(s) for which the contractor’s corrective actions appear or were ineffective.
NA = Not Applicable	Unable to provide a score.

For purposes of this solicitation a “large to mega” organization is defined as:

- A large defined contribution plan is one with 25,000 – 120,000 or more participants and assets of \$200 million - \$350 billion or more.
- A large defined contribution TPA is one with 1.5 million or more participant accounts and total assets of \$200 billion or more.
- A large financial institution is a nationally recognized bank, or an insurance company or similar entity with assets of \$350 billion and 1 million or more retail or participant accounts.

Technical Performance	E	VG	S	M	US	NA
01. Demonstrated ability to effectively identify key operational processes for large to mega defined contribution plans or other large to mega financial organization.						
02. Demonstrated ability to effectively apply knowledge of industry standards and best practices to access key operational processes for large to mega defined contribution plans or other large to mega financial organization and to recommend process re-engineering and other improvements.						
03. Demonstrated ability to effectively apply knowledge of business metrics and service level standards for large to mega defined contribution plans or other large to mega financial organizations.						
04. Demonstrated ability to effectively apply costing models to identify, allocate, assess, and forecast and track costs of key processes for large to mega defined contribution plans or other large to mega financial organizations.						
05. Demonstrated ability to conduct performance management reviews for large to mega defined contribution plans or other large to mega financial organizations.						
06. Demonstrated ability to benchmark plan features with those of similar large to mega defined contribution plans or other large to mega financial organizations.						
07. Demonstrated ability to provide assistance in developing an on-going benchmarking program for large to mega defined contribution plans or other large to mega financial organizations.						
Quality of Products and Services	E	VG	S	M	US	NA
08. Quality and effectiveness of contractor's products and efforts in meeting project goals and objectives.						
09. Quality and effectiveness of contractor's response times in accordance with contract requirements.						
10. Timeliness and accuracy of contractor's documentation and project status updates.						
11. Would you have any reservations about using this contractor in the future or having them perform one of your critical and demanding programs?						
12. Ability to prepare clear and concise documentation of processes, procedures and similar products.						
Project Management	E	VG	S	M	US	NA
13. Demonstrated ability to develop and maintain a project plan and schedule.						

14. Demonstrated ability to successfully manage a project for an organization with multiple contracting relationships.						
15. Demonstrated ability to manage resources effectively.						
16. Demonstrated ability to track risks to the project's success and propose mitigation strategies.						
Cost Control	E	VG	S	M	US	NA
17. Demonstrated ability to perform within contract costs.						
18. Demonstrated ability to alert clients of unforeseen costs before they occur and follow through to resolve problems.						
Management of Key Personnel/Business Relations	E	VG	S	M	US	NA
19. Demonstrated ability of the contractor's key personnel to provide expert advisory services and respond to client's needs.						
20. Demonstrated cooperativeness and professionalism of the contractor in dealing with the client and resolving issues.						

C. Using Additional or Clarifying Comments – Please include item number, if appropriate

D. Information About the Evaluator	
Name	
Title	
Contact Number	
Email Address	
Length of Time on the Contract	
Contract Identifying Number	
Contract Period of Performance	
Signature	